

APPENDIX A: GENERAL SEQUENCE OF EVENTS FOR PERFORMANCE ANALYSIS TESTS

During the performance analysis tests, the following general sequence of events occurred:

1. User pressed a button on in-vehicle device and noted time on user response form.
2. In-vehicle device contacted CSC computer, and CSC computer generated data packet,
3. CSC operator received request.
4. CSC operator responded by asking the user to confirm that he/she requested a particular service and entered code in call notes field indicating type of test.
5. User confirmed request to CSC operator and wrote down time.
(Steps 6-12 For Simulated Service Delivery Test Only)
6. CSC operator called simulated emergency response dispatcher with request and entered “SN” in call notes field.
7. Simulated emergency response dispatcher contacted simulated emergency response provider.
8. Dispatcher informed CSC operator that service has been dispatched. Operator entered “SD” in call notes field
9. CSC Operator informed user that service was dispatched, and user noted time.
10. Simulated emergency response provider traveled to user to provide service.
11. User confirmed service arrival to CSC operator.
12. Simulated emergency response provider completed brief survey regarding trial.